



## The Center of Concern



1st Place Winner

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February 18, 2011

Ms. Barb Beil  
City of Park Ridge  
505 Butler Place  
Park Ridge IL 60068

Dear Ms. Beil:

Enclosed please find The Center of Concern's application for funding for Fiscal Year 2011-12. The Center is requesting \$55,000, the same level of funding as last year.

We truly appreciate the City Council's longstanding financial support of The Center's services to help Park Ridge residents find answers to their problems. With your renewed funding, we can continue to provide senior support services, housing assistance, personal and professional counseling services, and emergency aid.

Please contact me if you have any questions. We welcome an opportunity to explain The Center's programs at an upcoming Council budget session.

Sincerely,

*Lea C. Ames*  
Lea C. Ames

Interim Executive Director

LCA/kh

Enclosures

Organization: The Center of Concern  
 Fiscal Year: July 1, 2011 - June 30, 2012  
 Basis of Accounting: Accrual  
 Funds Included: N/A  
 Prepared By: Lea Ames  
 Phone No.: 847-823-0453

Complete the year.  
 Previous-most recently completed year  
 Current-current year  
 Future-year requesting funding for

Statement of Revenues,  
 Expenses, &  
 Changes in Fund Balance

	<u>Previous</u> Fiscal 09/10 Audited	<u>Current</u> Fiscal 10/11 Estimated	<u>Future</u> 11/12 Budget
<b>Revenues:</b>			
Federal, State, County, Township	\$317,123	\$291,000	\$281,000
City-1st amount contributed previously	62,500	65,000	65,000
City-1st any proposed Increase (decrease)	—	—	—
Contributed Services	124,314	100,000	100,000
Contributions	230,757	288,600	270,900
Fees & Dues	—	—	—
Investment & Misc. Income	5,053	—	—
Other (See Below)	382,582	69,600	67,000
<b>Total Revenues</b>	<b>\$1,122,329</b>	<b>\$804,200</b>	<b>\$773,000</b>
<b>Expenses:</b>			
<b>Operational Expenses:</b>			
Salaries & Benefits (for programs only)	\$343,023	\$328,000	\$316,000
Other Operational Expenses	429,262	370,200	326,000
<b>Total Operational Expenses</b>	<b>772,285</b>	<b>698,200</b>	<b>642,000</b>
<b>Supporting Services</b>			
Management & General	90,821	87,000	85,000
Fund Raising	49,799	48,000	46,000
<b>Total Supporting Services</b>	<b>140,620</b>	<b>135,000</b>	<b>131,000</b>
Depreciation	3,562	—	—
Other (please describe)	—	—	—
<b>Total Expenses</b>	<b>\$916,467</b>	<b>\$834,200</b>	<b>\$773,000</b>
<b>Surplus (Deficit)</b>	<b>205,862</b>	<b>(30,000)</b>	<b>—</b>
<b>Fund Balance Beginning of Year</b>	<b>179,660</b>	<b>385,522</b>	<b>355,522</b>
<b>Fund Balance End of Year</b>	<b>385,522</b>	<b>355,522</b>	<b>355,522</b>
<b>Explanation of Other Revenues:</b>			
Estate Bequest (one-time)	305,285	—	—
Transitional Housing	2,262	2,000	2,000
United Way	26,257	20,000	20,000
Special Events	48,778	47,600	45,000
<b>Total of Other Revenue</b>	<b>\$382,582</b>	<b>\$69,600</b>	<b>\$67,000</b>
<b>Explanation of Other Expenses:</b>			

### Supplemental Information

Years in Existence: 33 years

Funding Amount Last Year: \$55,000

Requested Funding 2011-2012: \$55,000

If new request is greater than last year's amount, list the reason for the increase

N/A

Separately list 2010-2011 Sources of Governmental Funding and Amount Received:

Source	Amount Received
US Dept of Human Serv. (Trans Hsg/homeless)	\$130,534
State of IL Dept. of Human Services (DHS; ETH)	74,733
City of Park Ridge	65,000
Cook County CDBG & ESG/ESH & HPRP	35,500
Mable Township	26,000

Separately list 2010-2011 Sources of Non Governmental Funding and Amount Received:

Source	Amount Received
Retirement Research Foundation	\$38,000
United Way of Metro Chicago	20,000
Dr. Scholl Foundation	20,000
Emergency Fund	18,000
Abra Prentice Foundation	15,000

Salaries-List each position by title (3 top positions)

Position Title	Salary (includes bonuses, deferred comp, and other allowances)	fringe Benefits
Executive Director	\$76,000	\$12,800
Housing & Employment Coord.	44,200	4,000
Assistant to Director	37,245	11,000

Occupancy-Include only: Facility rent, usage charges, utility charges, building and grounds services, supplies and property insurance.

Item	2010-2011 cost
Office Rent	\$47,543
Telephone	4,390
Liability Insurance	3,392
Workers Compensation	2,027
Postage and Supplies	19,900
Printing and Copying	12,000

Percentage: All administration costs are to total budget. Include only non-client contact expenses. 15% (FY10)

**Services Provided by the Program**  
The Center of Concern provides the following 3 major programs (see attached list for more information):

1. Support Services for Seniors, the Frail Elderly and Disabled includes: assessment and case management, telephone reassurance, friendly visiting, shopping and escort transportation. The goal of this program is to help clients remain in their own home as long as possible.
2. Housing Assistance includes: Housing Counseling, Home Sharing, Homelessness Prevention, and Transitional Housing for homeless individuals and families. The goal is to help clients find affordable housing and maintain stability.
3. Counseling Programs include: Personal counseling and geriatric home visits; Financial; Employment; Legal & Wills; Medicare & Insurance (SHIP); and Tax Assistance. An Alzheimer's Caregivers Support Group and a Grief and Loss Support Group meet regularly.

The Center provides information and referral assistance during office hours. Blood Pressure Testing and Blood Sugar Screening are provided by registered nurses at The Center one Saturday a month. The Center serves adults age 18 and over, and children as part of the family unit.

**Current Client Demographics:** (Park Ridge resident demographics are included under "Other Pertinent Information")

Gender	Children 0-17 years	Adults	Seniors 62 & over
Female	*	3,740	7,060
Male	*	1,560	3,040
Total	*	5,300	10,100

\* Numbers of children are not tracked; they are served as part of the family unit.

Number of Clients Served		2008-2009
Total number of clients served for the entire agency		15,400
Total number of Park Ridge residents served		6,770
Total number of service hours provided to Park Ridge residents		Statistics reflect number of service tracking contacts, not hours. Total PR contacts was 8,350. Service hours are not tracked.

#### **Define eligibility requirements for services**

- The Center serves adults age 18 and over, and children less than 18 yrs of age when accompanied by their parents or guardians.
- We serve the north & northwest suburban and Chicago communities.
- We do not discriminate in any services based on age, sex, sexual orientation, disability, race, national origin, faith or ability to pay.
- Our senior support services are limited to residents of Park Ridge, Des Plaines, Niles and Maine Township.
- Some government grants for direct financial assistance are limited to suburban Cook residents.

**Explain any fees charged to this program, including a sliding scale fee. Please attach a schedule.**

The majority of our services are free, however, we do have nominal registration fees for

- In-home health care registration (\$10)
  - employment counseling (\$10)
  - basic income tax services (\$35 to \$50)
  - Personal Counseling (sliding scale from \$5 to \$50); first session is free; see attached).
- Fees are waived if client is very low income; donations for services are requested.

**Identify demand for this service from the community.**

**All Programs**

- Last year, 15,400 individuals contacted us for services, information and resources.

**Senior Support**

- The Center served 9,200 seniors in FY10.
- 72% of our long-term senior clients are over age 80; their diverse needs require significant case management.
- Our senior support social workers assisted 539 seniors and their families.
- Most of our ongoing senior clients are not eligible for state supported community care. The Center's professional staff and our dedicated volunteers fill a need for personal support for frail seniors.

**Housing**

- In FY2010, The Center managed 4,540 contacts for assistance regarding affordable housing.
- 98 clients received a housing placement;
- We provided 4,680 nights of shelter for 12 adults and 11 children.
- Homeless prevention assistance was given to 67 families with 92 children.
- The Center provides rent and utility assistance to needy clients (see attached).

**Emergency Assistance**

- 557 households received food certificates, gas vouchers, bus cards and emergency lodging, a 32% increase over 2008. (See attached)
- Total inquiries for financial assistance was 1,740.

**Explain why your agency is the most appropriate to implement this program.**

1. **Credibility** Since 1978, The Center has served as a bridge between those in need and the services that can help them. The Center's long history of service to the community has built awareness, trust and a strong local reputation with residents and other agencies. Year after year, The Center has a proven track record of consistently helping thousands of Park Ridge seniors and residents obtain the services and information they need.
2. **Expertise** Over 33 years, The Center has developed the social service expertise and resources to serve local residents and fill a gap for the most vulnerable in the community. The Center's staff of 13 includes professional and licensed social workers and staff with varied backgrounds that offer unique talents to assist clients. In addition, professional services volunteers provide counseling for Medicare/SHIP, finances and money management, income taxes, wills and legal issues. The value of these pro bono services exceeds \$100,000 each year. All staff and volunteers have one qualification in common- the commitment to help clients find solutions to their problems and receive the help they need.
3. **Return on Investment** With a modest financial investment from the City of Park Ridge, The Center leverages an extensive mix of funding and community resources to provide services and assistance for more than 6,000 Park Ridge residents, including the most vulnerable in the community. In addition to staff, more than 300 trained and supervised volunteers keep operating costs down and extend the reach of The Center by providing office support and professional services, raising funds, and offering friendship and assistance to the frail elderly. Our direct service volunteers improve the quality of life for isolated elders through home visits, telephone check-ins, escort transportation, grocery shopping, a patient ear, a caring heart, and a connection to the community. Their invaluable service multiplies the City of Park Ridge's investment in its residents and extends the reach of The Center in the community.
4. **Community Partnerships & Collaboration** The Center partners with and maintains close connections to local community agencies, churches and other service providers to track the pulse of human needs in Park Ridge. We work with a wide variety of professionals and organizations to provide those in need with appropriate services and link them to community resources.

#### **Describe Fundraising/Outreach Efforts**

The Center has a diverse funding mix and extensive outreach to inform residents of our services. Through the Board of Directors, Advisory Board, and Auxiliary, The Center has increased fundraising events and local support.

The Center seeks and receives funding from local, township, county, state and federal governments. We also solicit and receive financial support from the Park Ridge Community Fund, United Way, the Park Ridge Ministerial Association, the Des Plaines Ministerial Association, private foundations, corporations, local businesses, religious institutions, service clubs, community groups and individual donors.

Upcoming fundraising activities include:

- Direct Mail Appeals
- Spring Dinner/Auction
- Summer Miniature Golf Event
- Auxiliary Bunko Parties
- Auxiliary Holiday Boutique

The Center is grateful for the 300 generous volunteers that assist staff in the office and clients throughout the community. Trained and supervised by our staff, these dedicated residents are our helping hands to seniors, the disabled, and those in need. Volunteers also help us control costs by providing office reception and administrative support. We are able to serve so many Park Ridge residents at such a minimal cost to the City and community at large because of the generosity and dedication of our volunteers.

#### **Describe recent implementation of cost reduction measures**

In addition to reductions implemented in FY10, The Center has made other cuts in FY11. Most notably, The Center is now closed on Friday afternoon to reduce personnel costs. This cut has resulted in fewer staff hours and a reduction in the level of services for the community. The Center's dedicated staff, Board of Directors, Advisory Board, Fundraising auxiliary and 300 volunteers help us to operate as efficiently and effectively as possible.

#### **Describe participation of volunteers and estimate number of volunteer hours**

The Center has more than 300 volunteers. They include the Board of Directors (see attached), the Advisory Board, the Fund Raising Auxiliary, office workers, Friendly Visitors, Shoppers, transportation and errand drivers, holiday deliveries and visits, Intergenerational Pen Pals, student groups who make birthday visits and write to our homebound and elderly clients. We are also fortunate to receive significant pro bono services from local professionals who help our clients. They include legal and wills attorneys, Medicare/SHIP Counselors, employment & financial counselors. Others provide technology help and legal service to The Center itself. In FY10 these professional volunteers donated 1,517 hours valued at \$124,314 to help The Center and our clients.



The fallout from the national economic crisis and the aging of our population have resulted in a greater need for community support and assistance to Park Ridge residents. The Center of Concern served 6,770 Park Ridge residents in FY10. Of these, 75 per cent (5,100 residents) were senior citizens including 4,080 women and 1,020 men. In addition, 1,700 adults and families received services and emergency assistance.

For 33 years, The Center has served as a bridge in Park Ridge between those in need and the services that can help them. The Center's long history of service to the community has established a reputation of credibility, expertise and trust with residents and other agencies. The Center leverages the City of Park Ridge's support, more than 300 volunteers and other community resources to serve more than 15,000 individuals each year.

The current increased need and the increased complexity of need by older clients and by clients with dire financial circumstances require additional time and resources to develop appropriate solutions. At the same time, previous reductions in financial support from funding sources have reduced The Center's staffing and resources.

We trust that the City of Park Ridge will continue to recognize the value of and need for supporting Park Ridge's vulnerable residents, including the frail elderly, by renewing its financial support of The Center of Concern services. Without renewed funding, significant service cuts for Park Ridge seniors and our community's most vulnerable residents will be unavoidable.

I/We hereby certify that all information contained in this application for funding is true and correct to the best of my/our knowledge and agree to comply with all requirements of the program if this agency is awarded and accepts funding.

Lea C. Ames  
Signature of Authorized Representative

Interim Executive Director  
Title

Lea C. Ames  
Printed name of Authorized Representative

2/18/11  
Date

**The Center of Concern**  
**Index of Attachments**  
**for the City of Park Ridge FY 2011-12 Application**

1. Rational for City of Park Ridge Support
2. FY2010 Activity Report
3. FY 2010 Summary of Services July 2009-June 2010
4. Emergency Funds Distributed (by type of assistance) July 1, 2009 -June 30, 2010
5. FY 2010 IDHS Homeless Prevention Funds
6. Services (2 pages)
7. FY 2011 Sliding Scale Fee Guidelines for Individual Counseling
8. FY 2010 Professional Volunteers Hours
9. FY 2011 Organizational Chart of Programs
10. FY 2011 Agency Staff
11. FY 2011 Board of Directors



## RATIONALE FOR CITY OF PARK RIDGE SUPPORT

The Center of Concern's social service programs provide the citizens of Park Ridge with access to help for their personal problems at minimal or no cost. Because we are a not-for-profit agency that uses volunteers extensively, our services are available to those who cannot afford the market rate for such support. The Center's professional staff provides assessment and case management to identify needs and provide support to the elderly, disabled & needy.

Park Ridge is our primary service area; most of our clients and volunteers are Park Ridge residents. With your financial support we were able to provide a timely response last year to more than 6,700 Park Ridge residents who contacted us for help. More than half of our 300+ volunteers come from Park Ridge. It is only because of the many hours of service that they faithfully donate that we can help so many people each year. Without the funding provided by the City of Park Ridge, it will be nearly impossible for The Center of Concern to continue this level of compassionate care to our community.

The Center receives referrals and works with the Park Ridge Police social worker, the Human Needs Task Force, Maine Township, local hospitals, nursing homes and churches. We also collaborate with Maine Center, the Salvation Army and Catholic Charities to provide housing clients with assistance. We receive financial support far beyond what our local governments supply and have broad community support for our programs.

The Center's senior support services enable Park Ridge residents to remain in their own homes, connected to the community they know and love. If necessary, we refer caregivers to assist with their personal care and give them the help they need to maintain their own home. Our goal is to help them remain independent while recognizing their need for support. This intervention benefits the individual with improved quality of life and the community with stability at minimal taxpayer cost.

In addition to The Center's outreach to the frail elderly, we also provide personal, financial, legal & employment counseling, housing assistance and other needed programs for all ages. As an important part of our community's social service network, we cooperate with other agencies to help people access suitable programs.

We thank the Park Ridge City Council for your ongoing support of The Center of Concern. Your renewed help will allow us to continue to be neighbors helping neighbors, making a difference in the quality of life of our home town, Park Ridge.

February 2011



•Helping people find  
answers to their  
problems•

## FY2010 Annual Activity Report THE CENTER OF CONCERN

33 Years of Service  
1580 N. Northwest Highway, Suite 310  
Park Ridge, IL 60068  
847/823-0453 Fax: 847/824-8437  
[www.centerofconcern.org](http://www.centerofconcern.org)



The Center of Concern has been serving residents of the Northwest suburbs since 1978. Programs include: affordable housing assistance, supportive services for seniors and the disabled, personal, legal, employment and financial counseling. Last year 15,400 people called The Center for assistance. From the simple information and referral inquiry to daily telephone reassurance calls, our goal is to help them find solutions to their problems.

The Center's first focus was support for the frail elderly and disabled, but we also offer help to families who are coping with decisions regarding the care of their elderly relatives. Last year the Center's social workers provided ongoing case management to 216 frail seniors, 72% were over age 80. Our geriatric counselors provided 403 individual counseling sessions to 50 seniors to alleviate depression, offer a listening ear and resources. 323 other seniors and family members received short-term advice & referral. The goal of the senior support program is to help senior and disabled individuals to remain independent as long as possible.

The Center's housing programs has 4 components: Home Sharing, Housing Counseling, Homelessness Prevention and Transitional Housing for the homeless. In FY2010 over 4,540 people contacted The Center for affordable housing; 98 clients received a housing placement. We gave rental & utility assistance to 91 households and provided 4,680 nights of shelter to 12 adults and 11 children in our transitional housing program. The goal of The Center's housing programs is to provide housing stability and address homelessness.

The current economic recession creates many challenges. Requests for financial assistance continue to increase, while funding cuts limit our ability to help. Last year 557 households received emergency assistance with lodging, food certificates, gas vouchers and bus cards. 227 homeless individuals contacted The Center for help.

The Center continues to offer a variety of counseling services: legal and wills, financial, Medicare/insurance, tax preparation and employment. Last year, the value of professional volunteer services on behalf of the Center totaled \$124,314. Our employment counselors provided 498 hours of employment counseling, a 30% increase over last year and a 84% increase over two years ago.

Our corps of over 300 dedicated volunteers is vital to our ability to serve so many clients. Working under the direction of our professional staff, field volunteers reach out to our homebound neighbors to connect them with the community at large. Our 22 weekly office volunteers make telephone reassurance calls, serve as receptionists, do computer input, mailings and other clerical tasks.

The Center is here to be the bridge between people with problems and the services that can help them solve those problems. We are committed to being available to the needy and marginalized in our community. Our sincere thanks to all who help us help others: our financial supporters, local elected officials and dedicated, caring volunteers. Together we can continue to make a positive difference in the quality of life of this Northwest suburban community. We invite you to visit our website [www.centerofconcern.org](http://www.centerofconcern.org) to learn more about our services.

*The Mission of The Center of Concern, a nonprofit social service agency, is to provide housing solutions, support services and counseling for seniors, disabled and others in need, enabling them to live with dignity and independence.*



## The Center of Concern

### Fiscal Year 2010 Summary of Services

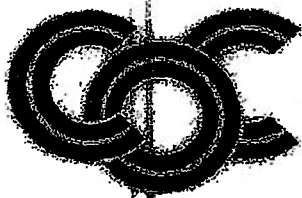
<b>Senior Support</b>	
<b>Case management for seniors and family members</b> 39% of ongoing clients have been helped for five or more years	539
Clients over age 80	72%
<b>Personal counseling for senior clients</b>	50
Individual sessions	403
<b>Friendly visits with senior clients</b>	2,590
<b>Telephone reassurance calls to frail elderly and disabled</b>	7,800
<b>Chore housekeeping clients</b>	113
<b>Housing</b>	
<b>Individuals contacted <i>The Center</i> for housing assistance</b>	4,540
<b>Individuals counseled regarding homesharing and other housing options</b>	2,660
<b>Households that received Homeless Prevention funds</b>	91
Children assisted via Homeless Prevention funds	132
<b>Shelter nights provided by transitional housing</b>	4,680
<b>Totals</b>	
Total number of seniors served through all <i>Center of Concern</i> programs	9,200
Total number of persons served through all <i>Center of Concern</i> programs	15,400

**The Center of Concern**  
**Emergency Funds Disbursed (by type of assistance)**  
**Salvation Army (SA)**  
**City of Park Ridge Task Force**  
**Emergency Fund**  
**Emergency Food & Shelter/Emergency Shelter Grant**  
**July 1, 2009 through June 30, 2010**

Type of assistance	Number of (unsheltered) households helped	Dollar amount disbursed
Food certificates	253	\$3337.57
Emergency lodging (motels)	7	\$955.66
Utility bills	2	\$135.00
Medical expenses	5	\$373.38
Gasoline vouchers	83	\$1274.00
Bus or CTA	174	\$1826.00
Rent	27	\$7402.00
Other (e.g., moving, storage expenses)	3	\$209.00
Car repair	2	\$400.00
Child care	1	\$300.00
<b>Totals</b>	<b>557</b>	<b>\$16,212.61</b>

Of the clients above, 336 individuals were identified as homeless. 89 were families, which are defined as adult(s) living with children, grandchildren, or other dependents.

1/20/2011



**The Center of Concern**  
Homeless Prevention Funds\*  
Illinois Department of Human Services  
Fiscal Year 2010  
July 1, 2009 to June 30, 2010

- ❖ 59 Households were assisted with utility bills, security deposits, rent and mortgage payments. A total of \$53,608 was spent in Prevention funds for single individuals and families.
- ❖ Out of 59 households assisted, 50 households were families of two or more and 19 were single individuals.
- ❖ 96 children were helped, including 8 infants under one year of age.
- ❖ 20% of households that received assistance were from Des Plaines; 14% from Schaumburg; 9% from Palatine, Arlington Heights, and Mount Prospect; 7% from Streamwood; and 5% from Wheeling. The remaining households receiving assistance were from Barrington, Bartlett, Chicago, Glenview, Hanover Park, Hoffman Estates, Lincolnwood, Niles, Rolling Meadows, Prospect Heights, Rosemont, and Skokie.
- ❖ The majority of help was geared toward housing assistance. All applicants were screened for food stamp and energy assistance eligibility. Due to a reduction in the Illinois Dept. of Human Services Homelessness Prevention budget statewide, fewer clients were helped.

**Homeless Prevention**

	2010	2009	2008	2007	2006	2005
# of households served	59	211	240	289	178	182
Families	40	176	173	209	128	77
Individuals	19	35	67	80	50	105
Total Children served	96	392	335	400	287	214
% housed after six months	88%	90%	58%	75%	83%	97%
Total intakes		1,520	1,232	544	660	400
Total client assistance	\$53,608	\$212,581	\$212,530	\$212,580	\$108,763	\$107,711
2/14/11						

The Center of Concern collaborates with *Catholic Charities* to provide intake and case management services for Prevention program clients.

\*In addition to the state Homelessness Prevention funds, client and financial data are included for the Emergency Shelter and the Emergency Food & Shelter grants.



## The Center of Concern Services

The Center of Concern's wide range of programs makes a real difference in the quality of life of our community. The Center provides these services to individuals of any age, disability, financial status, sex, or national origin. Because The Center is a multi-purpose agency, our staff can address a client's needs in diverse ways. Following is a description of our programs.

### Support for the frail elderly and disabled clients

- **Case management** – Licensed social workers make in-home assessments to evaluate need, arrange for services and monitor well-being.
- **Community Outreach** – Presentations are made to local churches, community groups, individuals and their families to explain our services.
- **Friendly visitors** - Volunteers and staff make regular visits to lonely and isolated individuals who need someone to care and be supportive.
- **In-home health care referral** - *The Center* arranges for placement of companions in homes to help with daily living tasks. Staff interview and check references before referrals are made.
- **Money management** - Experienced volunteers help with budgeting, check book balancing, and check writing.
- **Shopping service** - Volunteers assist clients with grocery and pharmacy shopping and make essential shopping trips for the homebound.
- **Telephone reassurance** - Volunteers make daily phone calls at specified times to check on well-being and to provide an outside contact.
- **Transportation-escort services** - Transportation is provided for doctors' appointments, visits to the medical center or nursing homes.

### Support for needy clients of all ages

- **Home sharing** - Homeowners with space and interest are matched with homeseekers needing low-cost housing. Compatible matches are arranged after extensive interviews and reference checks.
- **Homeless prevention** - For those facing eviction, funds are available for rental, mortgage or utility payments or security deposits. Clients also receive financial help with budget counseling, employment and personal counseling when appropriate.
- **Transitional housing services** - Homeless clients live in scattered site housing for up to 24 months, receiving case management and mental health services while being helped to achieve self-sufficiency and to plan for the future.
- **Housing counseling** – Help with tenant's rights and responsibilities, finding affordable housing and applications for subsidized housing.
- **Emergency assistance** – As a Salvation Army Service Unit, funds are available for food, gas, bus fares and emergency shelter.
- **Employment counseling** – Individual counseling for résumé writing, interview skills, identifying job openings. Latest job listings available.



- **Financial counseling** - Individual appointments are scheduled to consider budgeting, credit card problems and property tax exemptions.
- **Legal counseling** - Volunteer attorneys provide free legal counseling on civil matters.
- **Medicare & insurance counseling (SHIP)** - Help is offered to fill out forms or follow-up with insurance personnel. Advice is given on coverage and Medicare D.
- **Individual and geriatric counseling** - Licensed social workers provide supportive individual therapy in our office or at the client's home, hospital or assisted living facilities.
- **Tax assistance** - Professional volunteers answer IRS questions and help with tax forms.
- **Wills counseling** - Volunteer attorneys prepare wills and powers of attorney for low-income individuals.
- **Alzheimer's support group** - A counselor facilitates this group geared for caregivers. Participants deal with effective strategies for managing difficult behavior.
- **Grief and loss support group** - A grief counselor facilitates a weekly group for those who have lost a loved one, a job, or personal health.
- **Blood pressure testing & Blood sugar screening** - Registered nurses provide monthly blood pressure testing and blood sugar screening.
- **Information and referral assistance** - *The Center* provides information about and referral to appropriate community resources.

1580 N. Northwest Highway, Suite 310, Park Ridge, IL 60068  
(847) 823-0453 (847) 824-8437 fax

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2/18/11

# The Center of Concern

## FY 2011 Sliding Scale Fee Guidelines for Individual Counseling

<u>Income (per year)</u>	<u>Fee (per Session)*</u>
Under \$12,000 per year	\$5
\$12,000 - \$20,000	\$10
\$20,001 - \$25,000	\$20
\$25,001 - \$30,000	\$30
\$30,001 - \$35,000	\$40
\$40,000 +	\$50

### \*Notes

- Each Session is 50 minutes.
- Additional time is also used for preparation and after case notes.
- Maximum fee is \$50 per session. There is no charge for the first meeting at which time our counselor discusses the fee arrangement.
- Since most of these clients are seniors on limited income, they are not required to pay unless able and willing to do so. A \$5 fee per session is typical.
- For younger clients, the counselor discusses the fee and arrives at a suitable amount.

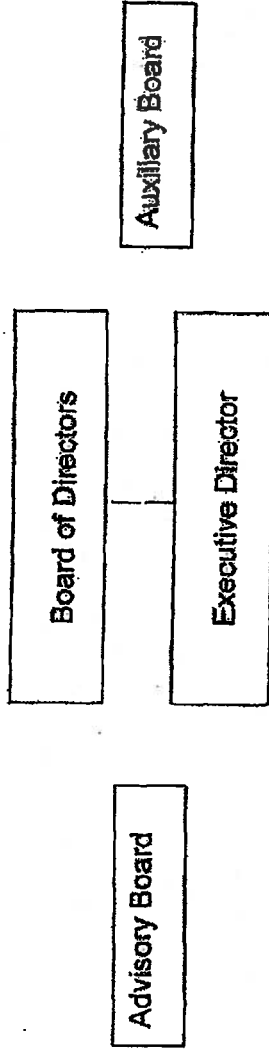


**The Center of Concern FY 2010  
Professional Volunteer Hours**

<b>Professional Services for Clients</b>	<b>FY10</b>	<b>Rate</b>	<b>Total</b>
Employment Counseling	498	50.00	\$24,900
Financial Counseling	4.25	\$95.00	404
Income Tax Counseling	205	80.00	16,400
Legal Counseling	144	200.00	28,800
Medicare/SHIP Counseling	67	60.00	4,020
Money Management	142	40.00	5,680
Moving Clients	8	25.00	200
Nurses	66	50.00	3,300
Personal Clinical Counseling (with Licensed Psychologist)	20	140.00	2,800
Wills	32	200.00	6,400
<b>Subtotal (Professional Services for Clients)</b>			<b>\$92,904</b>
<b>Professional Services for Center Operations</b>			
Accounting Services	102	80.00	\$8,160
Computer Maintenance	30	50.00	1,500
Computer Specialists	54	125.00	6,750
Graphic Design/Website	10	50.00	500
Legal Services (policy/benefits)	35	200.00	7,000
Website Maintenance	100	75.00	7,500
<b>Subtotal (Professional Services for Center Operations)</b>			<b>\$31,410</b>
<b>Total Professional Volunteer Hours</b>			<b>\$124,314</b>

# The Center of Concern

## Organizational Chart of Programs



Housing	Senior Support & Disabled	Counseling	Outreach Programs
Housing Counseling	Friendly Visiting	Employment	Grief/Loss Support Group
Home Sharing	Case Management	Personal	Alzheimer's Caregiver Support Group
Homelessness Prevention	Sr. Companions	Medicare/SHIP	Emergency Financial Help
HPRP	Telephone Reassurance	Financial	Information & Referral
Transitional Housing for Homeless	Shopping Service	Income tax	Public Relations/Newsletter
	Escort Transportation	Legal	Office Support Staff
	In-Home Health Care Referral	Wills	Volunteers
		Money Management	Intergenerational
			Food Drives
			Special Meetings
			Holiday gift delivery



# The Center of Concern

## *Agency Staff*

Lea C. Ames, *Interim Executive Director (FT)*

Karen Höhl, MS, MPS, *Asst. to Director & Office Manager (FT)*

Dawn Disher, *Asst. to Director, Finance and Development (FT)*

Janet Ogle, MSW, LCSW, *Senior Services Case Manager & Geriatric Counselor (FT)*

Myma Fogarty, RN, MSW, LSW, *Senior Services Case Manager & Geriatric Counselor, (PT)*

Irene Goles, *Senior Services Case Manager (PT)*

Eva Gertzfeld, *Housing & Employment Coordinator (FT)*

Tracy Banks, MSW, *Housing Case Manager (FT)*

Pam Reed, *Housing Assistant (PT)*

Rosemary Dewey, *Housing Assistant (PT)*

Belinda Helminiak, *Resource Specialist (PT)*

Teddie Cheopelas, *Clerical Assistant (PT)*

Chris Martin, MLS, *Public Relations (contract)*

Misty Sienkowski, MA *Grant Writer (contract)*

## *Volunteer Staff*

Lawrence Abramovitz, *Legal Counselor*

Jen Gargrave, *Employment Counselor*

Charlotte Ogorek, *Financial Counselor*

Leonard Schneller, *Tax, Medicare & Insurance Counselor*

Jo Schumacher, *In Home Health Care Referral*

Bob Bisgard, *Tax, Medicare & Insurance Counselor*

1580 N. Northwest Highway, Suite 310, Park Ridge, IL 60068  
(847) 823-0453 (847) 824-8437 fax



# The Center of Concern

## Board of Directors FY 2011\*

### President

**Jay Kuchel** (2003-2011)  
*Insurance broker, Retired*  
1150 S. Moorings Dr.  
Arlington Heights, IL 60005

### Vice President

**John Schumacher, BCC** (2008-2012)  
*Manager, Spiritual Care & Healing Arts*  
*Rainbow Hospice*  
444 N. Northwest Highway, Suite 145  
Park Ridge, IL 60068  
Home: 6241 W. Eddy Street; Chicago, IL 60634

### Treasurer

**Jim Radermacher** (2010-2012)  
*CFO, Active Graphics, Retired*  
*President, Landslide Election Services, LLC*  
106 N. Grace  
Park Ridge, IL 60068

### Secretary

**Hon. Audrey Nankervis** (2005-2011)  
*Maine Township Collector, Retired*  
9319 N. Knight Ave.  
Des Plaines, IL 60016

### Board Members

**Phil Addante, LCSW** (2010-2012)  
*Licensed Clinical Social Worker*  
770 Lee St. #102B  
Des Plaines IL 60016  
Home: 424 Talcott Place; Park Ridge IL 60068

**Ann Marie Barry** (2009-2011)  
*Director of Student Activities,*  
*Oakton Community College*  
1600 E. Golf Rd.  
Des Plaines IL 60016  
Home: 908 Glenwood Lane; Glenview IL 60025

\*Note: All Board Members contribute financial support to The Center of Concern.

**Hon. Sue Beaumont** (2007-2012)  
*HR, Accts. Receivable/Accts. Payable*  
*Camel Grinding Wheels*  
7525 N. Oak Park  
Niles IL 60714  
Home: 505 S. Warren; Park Ridge, IL 60068

**Joan Huening** (2010-2012)  
*External Relations/Marketing Development*  
*Executive Service Corps.*  
25 E. Washington St., Ste.1500  
Chicago IL 60602  
Home: 212 N. Prospect Ave.; Park Ridge IL 60068

**Hon. John Kerin** (2005-2011)  
*Executive V. P. COO/CTO*  
*Chicago Stock Exchange*  
440 S. LaSalle St., Ste 810  
Chicago IL 60605  
Home: 328 S. Redfield Ct.; Park Ridge, IL 60068

**Michael McAllister** (1989-2012)  
*Vice President, Northern Trust Bank*  
50 S. LaSalle St., LB-04  
Chicago IL 60603  
Home: 3801 N. Mission Hills Road, #507  
Northbrook, IL 60062

**Kathy Rolsing** (2009-2011)  
*Business Manager, Retired*  
*Park Ridge Public Library*  
322 N. Washington  
Park Ridge IL 60068

**The Rev. George Schelter** (2010-2012)  
*Senior Pastor, Trinity Lutheran Church*  
675 E. Algonquin Rd.  
Des Plaines IL 60016  
Home: 436½ Ridge Rd.; Wilmette IL 60091

**Rudy Smolka** (2010-2012)  
*Controller, McDonagh Demolition Inc.*  
1269 W. LeMoyne  
Chicago IL 60642  
Home: 1100 Canfield Rd.; Park Ridge IL 60068